



March-April 2013

# Inside College Station

\* \* \* \* \* CITY OF COLLEGE STATION \* Home of Texas A&M University® \* College Station, Texas \* \* \* \* \*

**\*NEW\***

## CSU EMERGENCY HOTLINE

*New system will improve outage and emergency reporting*

On March 1, we implemented a new hotline for reporting electric, water, streetlight or sewer issues that makes reporting more efficient. The new number is **1-855-528-4278(4CSU)** and you will need to enter your College Station Utilities account number to automatically identify your location.

Providing your account number enables us to dispatch crews quicker and manage the situation better. This system also captures data for all outages, not just major ones, which allows for more proactive repairs, replacements and upgrades.

We've provided durable stickers (see right) along with your bill this month for you to keep your College Station Utilities account number in a handy place. Another idea is to store the new hotline number and your account number in your mobile phone.

### WHY DID WE NEED IT?

In 2001, CSU began using an automated troubleshooting and reporting system to handle the large number of calls during an outage. Dispatch operators had to manually turn on the system, which resulted in missed calls and consumed valuable time in critical situations. Adding to the frustration was the fact that system upgrades were incompatible with the city's advanced telephone system.

As a result, CSU began investigating ways to upgrade the system to improve customer service, troubleshooting, and provide more accurate outage information and data.

The old system only accepted 14 calls at once. The new system handles an unlimited amount and it will always be activated, so missed calls won't be a

problem. The new system will also have voice recognition capability, allowing you to speak your account number instead of entering it numerically. After you enter your account number, your address will be read back for verification.

### ALWAYS REPORT OUTAGES

Unfortunately, power and water outages happen. When they do, it's important for College Station Utilities customers to let us know promptly. If you simply assume your neighbor has already reported it, service restoration may be delayed. Your timely report also helps us determine the size of the outage.

### UTILITY CUSTOMER SERVICE

For billing questions or changes to your account, you can still call Utility Customer Service at 979-764-3535, Monday through Friday from 8 a.m. to 5 p.m. You can also go online to make payments, enroll in paperless billing or connect/disconnect services at [cstx.gov/ucs](http://cstx.gov/ucs).



**College Station Utilities  
NEW HOTLINE**

Have an **outage/emergency** with your  
**ELECTRIC, WATER or WASTEWATER?**  
Call with your CSU account number ready:

Acct #: \_\_\_\_\_

**855.528.4278**  
(4CSU)

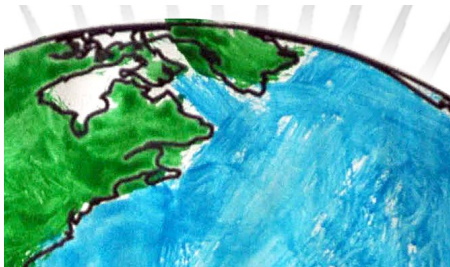


Learn more at [cstx.gov/utilities](http://cstx.gov/utilities)

### QUICK LINKS

**College Station Utilities**  
[cstx.gov/utilities](http://cstx.gov/utilities)

**Utility Customer Service**  
[cstx.gov/ucs](http://cstx.gov/ucs)



## **Brazos Valley Earth Day**

### *Family-friendly event at Wolf Pen Creek*

Celebrate our natural and cultural environments during the annual Brazos Valley Earth Day at Wolf Pen Creek in College Station. The event will take place April 21, 11 a.m.-7 p.m.

This free family-friendly event features live entertainment, environmental displays and demonstrations, a Kids Zone, refreshments, a Tie Dye station, face painting and more.

For complete Brazos Valley Earth Day event details, visit [brazosvalleyearthday.com](http://brazosvalleyearthday.com).

## **Floodplains and Flood Insurance**

### *What you need to know*

Floodplains are regulatory boundaries established to preserve the flood-carrying capacity of our creeks, channels and rivers. These are established by engineering analysis and reviewed, approved and mapped by the Federal Emergency Management Agency (FEMA). College Station has special regulations in place to regulate construction and other developments within floodplains to help manage potential dangers associated with flooding. Property owners, renters and businesses can purchase flood insurance through the National Flood Insurance Program (NFIP) as a result of the City of College Station's floodplain management ordinances. In exchange, the NFIP provides federally-backed flood insurance at affordable rates.

Communities that participate in the NFIP are rated by FEMA through the Community Rating System. FEMA encourages communities to implement floodplain management standards which exceed the minimum NFIP standards. In return, FEMA rewards communities with higher standards by offering a discount on flood insurance

policies. The current City of College Station rating is a seven. This rating provides residents with a 15 percent discount on flood insurance policies.

It is important to know that, if you have a mortgage from a federally regulated or insured lender on a home located in a high-risk flood area, federal law requires you to purchase flood insurance. Also, if you've received a federal grant or loan for previous flood losses, you must have a flood policy to qualify for future aid.

Any development in the floodplain without a permit is illegal. To acquire a permit or to report such illegal activity, contact the Planning and Development Department at 979.764.3570. To learn more about floodplains, flood insurance or related information, visit [cstx.gov/floodplains](http://cstx.gov/floodplains).



## **Household Hazardous Waste Collection Event - April 27**

The Spring Household Hazardous Waste Collection Event will take place Saturday, April 27 from 7 a.m. - 2 p.m. at the University Services Building. The event can be accessed by going east from Hwy 6 on Harvey Road, then taking the first left after the Veterans Park entrance. No entry will be allowed from University Drive.

This free event is the safest way to properly dispose of your Household Hazardous Wastes. Some examples of accepted materials include paint, medications, computers, gasoline, pesticides, herbicides, motor oil, antifreeze, batteries, compact fluorescent light bulbs and household cleaning agents.

For a full list of accepted wastes, visit [BVSWMA.com](http://BVSWMA.com) or call the HHW Hotline at 979-764-3809.

### **INTERESTED IN VOLUNTEERING?**

For details, contact Micaela Farrington-Aguilar at [maguilar@bvswma.com](mailto:maguilar@bvswma.com) or call 979-764-3806.

# **events**

## *February-March*

**April 1 – May 17**

**LRC Summer Program Registration  
Activities from June 3 to Aug. 9  
7:45 a.m.-5 p.m., Ages 6-15  
\$50 Resident, \$100 Non-resident  
[cstx.gov/lincolncenter](http://cstx.gov/lincolncenter)**

**April 8-19 | Girls Volleyball  
5-8th grade. \$60 per child.  
\*Volunteer coaches needed  
[cstx.gov/sports](http://cstx.gov/sports)**

**April 14 | Kite Building Workshop  
Larry J. Ringer Library, 1:30-3:30 p.m.  
\*During April, the library will display  
kites from all over the world.  
[bcslibrary.org](http://bcslibrary.org)**

**April 20 – Brazos Valley Earth Day  
11 a.m. to 7 p.m. at Wolf Pen Creek  
[brazosvalleyearthday.com](http://brazosvalleyearthday.com)**

**April 27 - HHW Collection Event  
7 a.m. to 2 p.m. at the  
University Services Building  
[BVSWMA.com](http://BVSWMA.com)**

**April 29 – May 10 | Ages 16+  
Adult Softball, \$390 per team  
Adult Kickball, \$395 per team  
Adult Volleyball, \$210 per team  
[cstx.gov/sports](http://cstx.gov/sports)**

**May 4 – WPC Festival  
Site Grand Opening  
12- 6 p.m. Fajitas Cook-Off,  
entertainment & vendors  
[cstx.gov/wolfpen](http://cstx.gov/wolfpen)**

**May 27 – Memorial Day  
City Offices Closed  
No Recycling. All other sanitation  
services will be collected as normal.  
[cstx.gov/sanitation](http://cstx.gov/sanitation)**

**For more events, visit:**

**[cstx.gov/calendar](http://cstx.gov/calendar)**